

ADLO Gathering

Ryldges Esplande Cairns | 13 - 14 August 2024



**NDIS is
part of
my story**



NACCHO
National Aboriginal Community
Controlled Health Organisation

Who was there?

30

ACCHOs

689

years of experience in
disability sector

48

ADLOs & Managers & CEO



Day 1

- **Opening of the Gathering** | Donnella Mills, NACCHO Chair
- **Opening Address: ACCHOs - The Key to unlocking the NDIS for Aboriginal and Torres Strait Islander people**
| Jamie Newman, CEO; OAMS
- **Celebrating the ADLO Workforce: Showcase and Panel Q&A**
| Constance Gamble & Eric Colbung | Moorditij Koort Aboriginal Health, WA
| Hayley Glass & Janine Brown | Victorian Aboriginal Health, VIC
| Bianca Hardaker | Tasmanian Aboriginal Centre, TAS
| Brian Bolt | Galambila Aboriginal Health Services, NSW
| Jordan Boney | Carbal Aboriginal Health, QLD
- **ADLO Monitoring & Evaluation: Sensemaking and implications**
| Beyond and SB & Associate Consultancy
- **Activity Extended: Session: Extend, expand, enrich - reflecting on the past to inform the future**
| Beyond and SB & Associate Consultancy



OPENING OF THE GATHERING

with Donnella Mills



KNOWLEDGE in this ROOM & SHAPE OUR FUTURE

ACCHO'S NDIS

CULTURAL STRENGTH

POLITICAL SHIFTS ARE COMING

- REFERENDUM
- ELECTION

TREND LINE NEEDS to KEEP GOING UP



BUDGET CRITICAL \$4.4B FUNDING GAP



CELEBRATING the PROGRESS of OUR ELDERs

WE HAVE a LONG HISTORY of GARB AND CULTURE

INCLUSION

DIFFICULTY of ACCESS

- CULTURALLY APPROPRIATE and SAFE CARE

COMMUNITY LED

- NATIONAL AGREEMENT & EMPOWERMENT and CO-DESIGN

ONE SET of FOOTPRINTS

NUTURED + DEVELOPED

ADLOs HAVE the KNOWLEDGE



Keynote presentation:
ACCHOS - THE KEY TO UNLOCKING THE NDIS FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

with Jamie Newman, CEO: Orange Aboriginal Medical Services (OAMS)

EACH INDIVIDUAL CAN ACHIEVE THEIR OWN POTENTIAL

HOLISTIC SERVICE

- INCLUSIVE
- ACCESSIBLE
- FULLY PRACTICE

ALL PEOPLE NEVER SILOED

PRACTICING TRUE ABORIGINAL HEALTH

MIYAN-WAMBINTA
ONE that PROVIDES CARE for ANOTHER

RANGE of SUPPORTS

OUR PEOPLE ARE 28%

FIRST NATIONS UNDER REPRESENTED

LESS LIKELY to RECIEVE CARE VIA NDIS

GROW TWICE as FAST in the NEXT DECADE

OAMS

- BIRTHING & DREAMING
- DIVERSIFIED BUSINESS MODEL
- COMPREHENSIVE CLINICAL MODEL
- GP LED- ALLIED HEALTH DRIVEN CARE
- STRENGTHS BASED APPROACH
- OUTCOMES FOCUSED

CULTURE VISION FOREVER

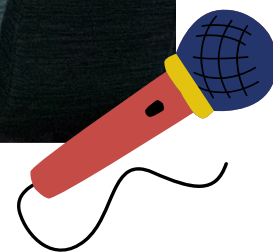
of YES! WE'VE HEARD NO for TOO LONG

• CULTURALLY SAFE

• TRAUMA INFORMED

Celebrating the ADLO Workforce: Showcase and Panel Q&A

ADLOs were invited to showcase their fantastic work. Services shared their ADLO journey, challenges and success stories to the group. This session provided opportunities for ADLOs to share best practice approaches and learn and listen from one another.



"For myself overall as an ADLO, the networking and just being able to listen to all speaker across the gathering was very useful"
- ADLO representative

CELEBRATING THE ADLO WORKFORCE



NDIS is part of my story

MOORDITJ KOORT ABORIGINAL HEALTH

with Constance Gamble

VICTORIAN ABORIGINAL HEALTH

with Hayley Glass & Janine Brown

TASMANIAN ABORIGINAL CENTRE

with Bianca Hardaker

GALAMBILA ABORIGINAL HEALTH SERVICES

with Brian Bolt

CARBAL ABORIGINAL HEALTH

with Jordan Boney

GOOD HEART **PERTH METRO** **SERVICING** **RURAL WHEATBELT**

ITC PROGRAM **ADLO** **WELLNESS CENTRE** **RCC HEALTH**

DISABILITY **ELDER CARE SUPPORT** **GLO** **HEALTH** **AREA**

NDIS DERBARL YERRIGAN **LINK TEAM CARE**

COUNTRY & CITY **SMOOTH TRANSITION PATHWAY & PLAN** **WHOLE OF FAMILY**

• GHR TRAVEL TIMES **• GLO LARGE SERVICE AREA**

• 4 SITES in Vic

HOLISTIC WEALTH MOBILE

- ALLIED HEALTH SERV.
- INTEGRATED TEAM CARE
- NDIS ADVOCACY and SUPPORT
- ELDER CARE SUPPORT

ACCESS AT HOME **INDEPENDENT** **HUB**

- CONNECT
- ADVOCATE
- SUPPORT

RELATIONSHIPS **SAFE** **and CULTURALLY INFORMED**

- HEALTH CARE PROVIDERS
- TRANSLATING NDIS LANGUAGE & SIMPLE to UNDERSTAND
- PLANNING

BARLY YEARS **ON-SITE** **ME**

- TWO YEAR WAIT TIMES
- 4 WEEK REPORT TURN-AROUND

WHAT THAT MEANS

YOU NEVER GIVE UP **TRUST**

COMMUNITY REMOVE BARRIERS **TECH** **INTAKE FORM** **CONNECT** **SUPPORT**

BEST INTEREST AT HEART **TIME and FLEXIBILITY** **SUPPORT CULTURE** **RELATIONSHIPS**

CONSTANT CARE **ADVOCACY** **• ESCALATING URGENCY**

MAKE FEEL CALM

JOURNEY of HEALING **ACCESS and BUILD UNDERSTANDING of NDIS NDIA**

CULTURAL CONNECTION **PARTNERSHIP LOCAL FOCUSED CARE**

TRADITIONAL TOTEM **CLOSING the GAP with EXCEPTIONAL HEALTH CARE**

COMMUNITY EVENTS **EDUCATION** **PSYCHOSOCIAL LINKAGE and RELATIONSHIPS**

- DENTAL
- CLINICAL
- STRONG FATHERS
- STRONG MOTHERS
- ELDER CARE
- ACCOMMODATION

Panel conversation: CELEBRATING THE ADLO WORKFORCE





ADLO Monitoring & Evaluation: Sensemaking and implications

NACCHO has commissioned an independent provider - *Beyond consultancy* to produce a monitoring and evaluation framework and report on the ADLO program. *Beyond and SB & Associates Consultancy* have conducted focus groups with ADLOs based on their MMMs (Modified Monash Model), individual zoom interviews, and site visits to ACCHOs. Including those at the Gathering 87% or 34 out of the 39 ADLO sites have been represented in at least one evaluation activity.

NACCHO invited *Beyond and SB & Associates Consultancy* to the ADLO Gathering to present shared learnings and collectively ensure the evaluation outcomes reflects the experiences of the ADLOs and resonated with them.

Participants fed back:

"Feeling validated with everything I experienced within the ADLO program"

"M&E & feedback session was one of the most useful aspect over the past 2 days"



ADLO Monitoring & Evaluation: Sensemaking and Implications



What we heard from the focus groups and interviews with ADLOs and ADLO managers.

Considerations for improvements

ADLOs:

- Tiered approach to reflect expertise
- Buddy/Mentoring
- Group chats
- Targeted discussions
- More face to face
- More culturally safe discussions
- Continuous NDIS training

ADLO Managers:

- Recordings
- Upskilling & career progression
- Other non-NDIS related training
- Regional specific
- Follow up on solutions

How does an ADLO support clients

ADLOs:

- Linkages with other supports & services
- Capacity building
- Empowerment
- Advocacy
- Culturally safe
- Provide choice
- Holistic
- Trauma informed
- Validation
- Trust

ADLO Managers:

- Breaking down with stigma
- Non-judgemental
- Building rapport
- Support paperwork & getting evidence
- Flexibility of service
- Accessible language - jargon free
- Relationships
- Attending meetings
- Liaising with medical teams

What things are most challenging

ADLOs:

- Support for staff
- Cost of assessments
- Inadequate funding
- Renumeration
- Not enough time for promotion
- Short term funding
- Not having dedicated NDIA staff
- More positions
- Client ID
- Role clarity

ADLO Managers:

- Not continuing the client journey
- Limited access to information
- Vague criteria
- PACE
- Inconsistencies
- Wait times
- Client fear



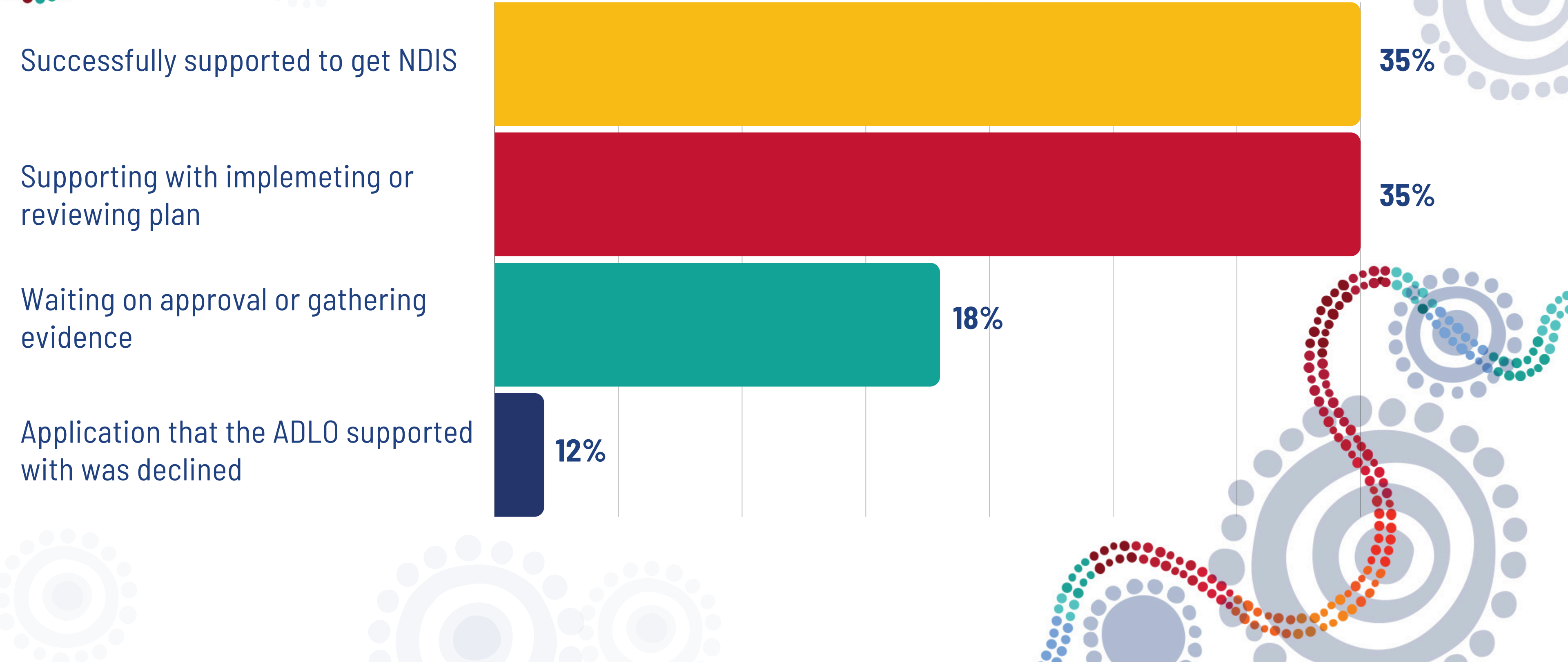
Presentation:
**ADLO MONITORING & EVALUATION:
 SENSEMAKING AND IMPLICATIONS**

with Beyond and SB & Associates Consultancy



The client experience

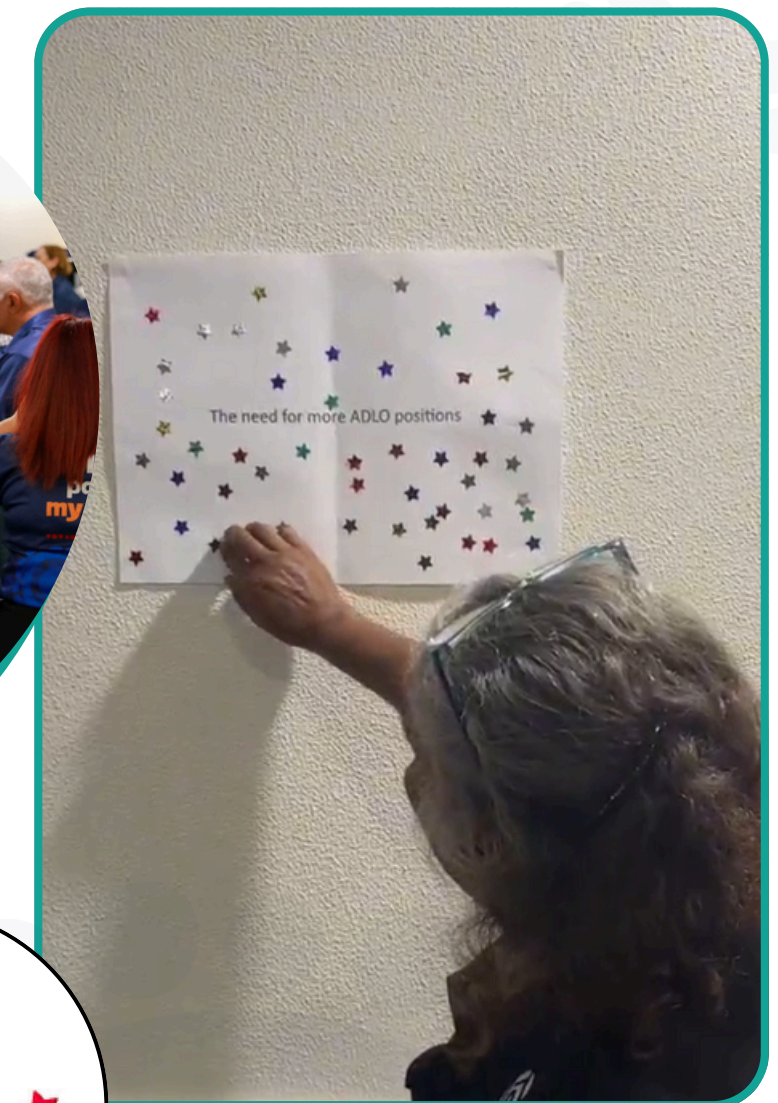
Clients shared their ADLO experience



Activity: Extend, expand, enrich - reflecting on the past to inform the future



The session with Sheryl from *Beyond and SB & Consultancy* provided ADLOs an opportunity to listen and reflect on the feedback received from the focus group and interviews that were conducted in May - July 2024. The activity encouraged ADLOs to put a sticker on each theme, that they felt resonated most with them.



Wait times

Inconsistencies between PITC requirements and expectations

Short term funding

Day 2

- **Welcome to Day 2 & Recap of Day 1** | Dr Dawn Casey, NACCHO Chair
- **NDIA Fraud Fusion Taskforce** | Laurel Kong & Kitsa Papadopoulos, Fraud Fusion Taskforce & Integrity Capability Division
- **NDIA, NACCHO & OAMS: Future Focus** | Fleur Hill, Dr Sarah Hayton & Debbie Alexander
- **Activity: Cultural Navigation** | Katrina Fanning
- **Activity Part A & B: Next steps moving forward** | Katrina Fanning
- **Activity: Community of Practice - Agenda Items** | Katrina Fanning







Presentation:

NDIA FRAUD FUSION TASKFORCE

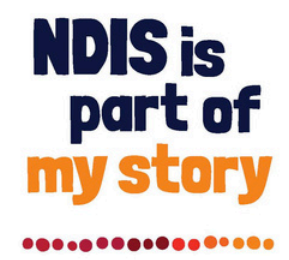
with Laurel Kong and Kitsa Papdopolous



NDIS is part of my story



Presentations:
NDIA, NACCHO & OAMS: FUTURE FOCUSED



NDIA
with Fleur Hill

NACCHO
with Sarah Hayton

OAMS
with Debbie Alexander

NEED To MATCH SUPPORT

FUNCTIONAL ASSESSORS

NOT RELIANT on EXTERNAL

ROLES SUPPORTS of THE FUTURE

- PATHWAYS
- WORKFORCE
- ROLE CLARITY

WORKFORCE DEVELOPMENT PROGRAM

BUILD OUR SECTOR ADLOs

ARE CRITICAL & OUR NETWORKS of SUPPORT

- EARLY CHILDHOOD SUPPORT
- CULTURAL NAVIGATION
- NDIS THIN, CULTURALLY THIN MARKET

SHAPE CAREER PATHWAYS and PROGRESSION

YOUR PASSION to STAY

PASS INFO ON To NACCHO & FIGHT for US!

REGISTERER PROVIDER

- PLAN MGMT
- SUPPORT COORDINATOR

2018

74 PARTICIPANTS REGISTERED in FIRST YEAR!

30% PARTICIPANTS are INDIGENOUS

CULTURAL SENSITIVITY SAFE

Panel conversation:
NDIA & NACCHO: FUTURE FOCUSED



NDIS is part of my story



Activity Part A: Next steps moving forward

Planning for success - now and into future innovative solution to our priorities - **group activity**



What is important to do well?

- Building trust & positive relationships
- Respect & understanding
- Cultural safety & sensitivity
- Knowledge of local services
- Know your mob/role
- Portal system (PACE)
- Proactiveness
- Educating cultural safety plans to prioritise individuals needs
- Understanding the referral pathways
- Partnership with NDIA & PiTC
- Information sharing
- Good leadership

What will that take?

- Build strong rapport with other providers
- Having a community directory
- Ongoing funding
- Access to services
- Having dedicated NDIA representative
- Providing right support to ADLOs
- Coordination, transparency across agencies, ACCHOs, community organisations
- Better relationship with PiTC
- More staffs in workforce
- Time & commitment
- Understanding & educating around culture

Who will do it?

- Federal, state & local government
- NDIA & PiTC
- Council of Australian Governments (COAG)
- Anyone & everyone who is invested in the program
- Community providers
- ADLO teams or AMS that already has proven results
- ACCHOs/ACCOs
- Identified positions or strong allies

Activity: CULTURAL NAVIGATION



NDIS is
part of
my story

WHAT IS IMPORTANT
TO DO WELL?

WHAT WILL THAT
TAKE?

WHO WILL DO IT?

WHAT DOES SUCCESS
LOOK LIKE?

LEADERSHIP TRUST
ROLE GOMMS
 CLARITY
 PARTNERSHIPS
 CULTURAL SAFETY PLANS
 TRANSPARENCY
 COMMUNITY + SERVICES
 RELATIONSHIPS
 SUPPORTS KNOWLEDGE of LOCAL SERVICES
 SUPPORTED NETWORK

RESPECT
 TRAINING WORKFORCE
 EDUCATION
 FUNDING TIME
 DEMONSTRATED NETWORK ALLIES POSITIONS
 PROMOTION SAFE PLACE
 PRO ACTIVE ELDERERS

NACCHO NDIS
 NDIA ADLOs
 CGO FEDERAL FAMILIES STATE
 ACCHO US
 TEAM OF NAVIGATORS
 PARTICIPANTS with CORRECT SUPPORTS

ACCESS TOOLS AND RESOURCE SERVICES SURVEYS + FEEDBACK
 • OT MEASURING
 • PACE EMPOWERMENT
 STRONG WRAP LESS AROUND WAITS
 SUPPORTS
 COOPERATION
 CULTURAL AWARENESS FIRST TRAINING NATIONS
 LONG TERM CONTACT COMMITMENT
 PLANS & CAPACITY CRM

Activity Part B: Next steps moving forward

Planning for success - now and into future innovative solution to our priorities - **group activity**

What does success look like?

- People feeling supported and engaged
- Healthy families & relationships
- Funding consistency
- More First Nation people meeting access using their plans to capacity
- Smoother transition and less wait times
- Having more service providers (allied health)
- Low number of frustrations from participants access to NDIS
- The needs of clients are being met
- Inclusivity
- A continuation of ADLO services
- Recognition for our network within NDIA
- Job security
- Availability of resources
- Inclusivity
- Community educated & informed
- Impact of life
- Clients feel safe & comfortable
- Participants build capacity, growth, understanding
- ACCHOs & AMS supported to provide long term outcomes “close the gap”



Activity:

COMMUNITY OF PRACTICE - AGENDA ITEMS



We'd like to thank all ADLOs, ADLOs manager, CEO & ACCHOs for the fantastic work they have done & participating in the ADLO Gathering.



NACCHO Contact Details



Thea Dunkley, **Assistant Director, Disability**
thea.dunkley@naccho.org.au
0438 415 603



Amanda Seek, **Project Officer, Disability**
amanda.seek@naccho.org.au
02 6246 9316

Please cc naccho.adlo@naccho.org.au in all emails

NDIS is part of my story



www.naccho.org.au/disability
Our health in Our hands



NACCHO
National Aboriginal Community
Controlled Health Organisation